

## Quality Council Public Meeting 3/28/2007

Facilitator: Scott Perry

Attendees: Scott Perry, Terry Rowe, Fawn Commo, Fran Levine, Tommie Murray, Steve Barden, Tom Simpatico, Larry Thomson, JoEllen Swaine, Anne Jerman

Minute taker: Caitlin Bright

The Meeting began at 10:45am.

Agenda:

- Root Cause Investigation
- Presentation by Tommie Murray regarding options for credentialing and certification

Tommie Murray gave an explanation of the root cause investigation process, and explained what information the Quality Council can expect to receive regarding it.

Recently, VSH conducted its first root cause investigation, as a result of an injury to a staff member. In general, when an event occurs with an outcome of “more severe” (over seven on a one to ten scale of severity), a root cause investigation is done. This doesn’t need to be restricted to individual events, however. If an organization notices a pattern of injuries, this would also be a reason to call for a root cause investigation. In the case of the recent VSH root cause investigation, a team was formed of everyone on shift at the time of the event, as well as anyone else with direct responsibility for the patient. The team did a “walk through” of the event, setting up a timeline. They began with the change of shift, and traced every stop, up to the assault, and then afterwards.

The team discussed all factors that could contribute to the situation: communication, scheduling, policies and procedures, products and equipment. After a team identifies what they think contributed to the event, they look at what can be changed to prevent it from happening in the future. The team at VSH wrote up their suggestions and provided this report to the Senior Leadership Team for consideration. The challenge for the Leadership Team is to decide what strategies are most viable, and implement those changes.

There were some questions regarding what the next step in the process would be, and Tommie Murray told the Quality Council that the Leadership Team would develop an action plan. When the action plan is completed, this will be reported to the Quality Council.

Terry Rowe thanked Tommie Murray for all of her efforts regarding the recent root cause investigation, and suggested that the Quality Council and Senior Leadership look at the institutionalization of the use of root cause investigations as a vehicle for improving care.



Tommie Murray gave a presentation on some of the history and options relating to VSH accreditation and certification. The presentation was originally prepared at the request of Cindy Laware and Steve Gold, and was shown to them in January of 2007. During the presentation, Tommie Murray explained the history of hospital credentialing standards in the United States from the very beginning to the present day. She explained the various methods of recertification and accreditations, as well as the pros and cons of each method.

The Quality Council discussed what can be expected from future DOJ reports, as the DOJ is tasked with finding areas where standards are not being met and so their reports emphasize deficiencies. The Quality Council also discussed the use of Mock Surveys to better prepare for the credentialing/accreditation process.

The meeting was adjourned at 11:54am.